This Computes!

**Department of Health Services
Children's Medical Services Network
(CMS Net) - Information Bulletin # 111**

9665 Denial Message Error

For the past several weeks a claims examiner at EDS has been assigning an incorrect denial (RAD) code to some of our CCS claims.   The claims were not payable. However the reason assigned was incorrect and is going to cause confusion by the provider as they attempt to figure out how to correct the denial. We estimate that less than 1000 claims were given incorrect denial codes, however, the code will confuse the provider and may result in them calling you. The EDS Help Desk is aware of the problem and if the provider calls them they will know what to tell the provider.

The incorrect denial message code was 9665. This message tells the provider that they have used an invalid provider number (designed to be used when billing with a CGP number) to bill the claim and that they need to re-bill using a valid Medi-Cal provider number.

Some of the claims to which this code has been assigned are billed with a valid Medi-Cal provider number. However, the SAR that they used to bill the claim with was either not issued to them or the rendering or referring provider they listed on their claim. The claim should have been denied and assigned RAD code 9664.

It is likely that you will get calls from some of the providers who got the 9665 RAD in error as they will not be able to understand why EDS is telling then that the provider number they billed with is invalid. If you are contacted and the claim falls into this situation explain to the provider that the message was assigned in error but that they need to verify that the SAR they are using was issued to either their Medi-Cal provider number or to either the rendering or referring provider listed on the claim. If not the denial is valid but the denial code should have been 9664. In this case they need to submit a corrected claim which may involve obtaining a new SAR for the service performed.

Filename: This Computes #110 - Use of Individual Codes for SCC
    SAR
Directory: C:\Documents and Settings\bwashin2\Local
    Settings\Temporary Internet Files\OLK3
Template: C:\Documents and Settings\bwashin2\Application
    Data\Microsoft\Templates\Normal.dot
Title: This Computes! No.
Subject:
Author:
Keywords: CMS Net, CCS, This Computes
Comments:
Creation Date: 4/20/2005 2:48:00 PM
Change Number: 3
Last Saved On: 4/20/2005 2:48:00 PM
Last Saved By: State of California
Total Editing Time: 2 Minutes
Last Printed On: 4/27/2005 4:19:00 PM
As of Last Complete Printing
    Number of Pages: 1
    Number of Words: 301 (approx.)
    Number of Characters: 1,719 (approx.)